

AMENDMENT #2 TO RFP #MNPS 10-01
March 30, 2010

Response to Questions and Clarifications/Modifications concerning RFP #MNPS10-01 through the pre-proposal conference 3/26/10:

(1) *Termination--Breach.* Should Contractor fail to fulfill in a timely and proper manner its obligations under this contract or if it should violate any of the terms of this contract, Metro shall have the right **upon 7 days** written notification to terminate the contract.

Question - This seems short for this type and size of contract.

Response: This language is from the standard Metropolitan Government Goods and Services contract. Item 1.15.3, Evaluation Criteria (Factors), Tab 1, Business Plan, subparagraph d. of the RF states that a respondent may indicate exceptions to the general terms and conditions of the RFP but scores will reflect MNPS assessment of the impact for considerations and may reject the proposal as nonresponsive if, in the evaluation of MNPS, the requested changes are unacceptable. This language also applies to the proposed sample contract.

(2) *Termination--Notice.* Metro may terminate this contract at any time upon thirty (30) days written notice to Contractor. Contractor shall be paid in full for all cost incurred to date and forth coming for equipment that is in process or that cannot be terminated without cost.

Question - It would be better to have a 60 or 90 day period for any reason other then cause. It would allow a transition time for employees to make other arrangements. With this time period it should relieve the district of any equipment requirements

Response: Same as above for Termination – Breach.

(3) *Criminal Background Checks.* Contractor shall comply with Public Chapter 587 of 2007, as codified in Tennessee Code Annotated Section 49-5-413, which requires all contractors to facilitate a criminal history records check conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation for each employee prior to permitting the employee to have contact with students or enter school grounds when students are present.

Question - Both? What is the charge?

Response: As stated in the sample contract it is a requirement to comply with TCA 49-5-413. MNPS has a contract with Cogents, the company approved by the TBI to conduct background checks, for \$48 per employee. The price, from the approved contractor, to conduct background may differ from the price paid by MNPS.

(4) RFP Questions

1. What is the target start date
2. There is no mention of when day custodians are required to be onsite. What is the requirement? ie Only when school is in session?
3. There is no mention of how many day custodians we should place at each school. The number of day custodians could have substantial affect on the price of the contract as well as the quality of service. What is the requirement?
4. Will there be tours of all the schools?
 - a. If so when?
 - b. Will floor plans be available?
5. What cleaning chemicals does the system currently use?
 - a. Does the system currently have a chemical proportion system in place?
6. What Paper products does the system use?
7. If there is an outbreak of staph or H1N1 and a total disinfectant procedure needs to be implemented who will be responsible for covering those costs?
8. What will the district do with their existing equipment?

Response:

1. Target date of the contract is July 1, 2010.
2. Day custodians are to report at the school opening time. It is recommended that at least one custodian report one hour prior to the school opening time to unlock the building and check on HVAC operations so that the Maintenance department can be contacted for any repairs needed to equipment.
3. The RFP indicates that MNPS has 618 custodians, including day and night, maintaining the facilities. Proposer is expected to be an experienced cleaning contractor and to propose the number of personnel required to clean to the standards and frequencies listed in the scope requirements. The Bid form asks for the number of day and night custodians to be provided by the proposer.
4. As the building inventory indicates, MNPS has over 180 buildings and a tour of facilities is not planned. Floor plans are available for review.
5. MNPS uses only "Green" materials and manufacturer's recommendations for proportioning.
6. Containers are MNPS owned and any paper products would need to be compatible with existing containers or proposer must replace containers.
7. If the work can be completed during the normal working hours of the custodial staff, the labor will be a part of the contract. If working on weekends or non-working hours is required, the appropriate hourly rate will be used. Materials/supplies will be furnished by MNPS.
8. Disposition of existing MNPS cleaning equipment is undecided.

(5) 1.1 Purpose and Objective

The Metropolitan Nashville Public Schools (MNPS) is soliciting written proposals from a **qualified contractor(s)** to provide comprehensive custodial and grounds services. MNPS

intends to award **a contract(s) to the respondent(s) deemed** most qualified and responsive to this request and whose proposal best benefits MNPS. Contractor may propose for custodial services only, grounds services only, or for both services.

Question - The verbiage indicates that multiple contracts could be awarded yet the pricing page requests a lump sum. It appears only one contractor will be selected. A project this large will tax even the largest of companies. Especially, considering that there are several school districts in Tennessee and throughout the country that are soliciting proposals with start dates similar to this RFP. Have you considered requesting pricing not only for the whole project but also by geographical locations so multiple awards could be made?

Response: The bid form offers the opportunity to bid either custodial services, grounds services, or both. A proposal for both services by one provider may represent the best value to MNPS. In that case there will be one contract. However, best value may be having a contract with one provider for custodial services and another contract for grounds services. At this time it is the intent of MNPS and the RFP requires proposals for services for the entire district. If that requirement is met, the proposer may include an unsolicited alternate scope proposal which may or may not be considered.

(6) Pg 3 Sec 1.2 paragraph 4 Additionally summer school extends the school use at approximately 25-30 facilities each year.

Question – Specs reference, “all school related activities” does this fall under requirement? Could you furnish a list of those schools, Number of students attending summer school, and how many weeks.

Response: Traditionally MNPS has held summer school in approximately 25-30 of our facilities during the months of June and July. Traditional classes have been held until about noon. For summer 2010, traditional summer school is not anticipated. However, virtual schools (computer labs) may be scheduled at six high schools and 7-8 middle schools and special education summer school will be held in approximately 5 schools. Where summer school has been held, custodians have performed summer cleaning in other parts of the building and cleaned the rooms used for summer school at the end of the session.

(7) 1.3 Scope of Services; 1.3.1 Custodial A. Day Custodian Duties number 13 Clean pre-determined areas for approximately two hours.

Question - Do you know what those areas are?

Response: Establishing responsibilities to meet the cleaning requirements described in the RFP are the responsibility of the service provider. MNPS has generally asked day

custodian to clean areas such as offices, unused gyms, classrooms not used full time, and clean and stock restrooms to relieve the burden of the night cleaning staff.

(8) 1.3 Scope of Services 3. Eating Areas – Student and Faculty Cafeterias and Lounges, (4) Damp wipe all tabletops and seats. (7) Scrub all floor surface areas.

Question- I am confirming that food service workers do not do any cleaning in the cafeteria. Also by scrub do you mean each school is required to have auto scrubber on site? Or is mopping sufficient?

Response: Food service workers do not clean cafeteria floors. Mopping is usually sufficient for cleaning cafeteria floors. They may occasionally need buffing also.

(9) E. The personnel shall be neat and clean in appearance. Name tags shall be required and furnished by contractor and worn at all times.

Question - Is this the only requirement for employee identification?

Response: Uniforms may be provided but not required. Employees should be neat and clean in appearance and must be identified by a standard name tag.

(10) F. No employee who has a police record other than minor traffic violations may be assigned duties under this contract. Contractor shall be responsible for the submission of a police clearance record before any employee begins work. All employees must undergo and pass a thorough background screening and check prior to employment with contractor. Background check shall be conducted by The Tennessee Bureau of Investigation and the Federal Bureau of Investigation as described in the sample contract. (Attachment #2).

Question - Do both need to be done? What is the charge?

Response: Answer has been provided in previous question.

(11) 1.9.11 Specialties

A. The contractor shall be responsible for clean up after all school activities, i.e. basketball games, PTO meetings. Contractor shall be available for community functions, banquets, or other rentals of school facilities, which will be considered an extra billing to be added to invoice. Contractor shall be available for emergency services. Emergency work will be determined and authorized by the district. Emergency work will be considered an extra billing and will be added to invoice.

Question - On the pricing page there is not a place to list an hourly rate for emergency work or extra work. Also what determines if the event is extra billing? What about weekend fundraiser like a fall festival would that be considered a school activity or a community function?

Response: The bid form requires the proposer to provide an hourly rate for night and day custodians which shall be used for extra services charges. Extra services shall be for activities not scheduled during normal day or night custodial hours.

(12) 1.9.12 Additional Portables

A. If a need arises to add additional portables during the school year, the Contractor will be required to maintain additional square footage.

Question - Will this be an additional billing? If so there is not a place on the pricing sheet to included price.

Response: The RFP states that MNPS has approximately 370 portables. The portables may be relocated from one site to another and the contractor will be expected to clean those existing portables. The square footage is indicated in the building inventory.

(13) 1.9.13 Expendable Supplies

A. The Contractor will be responsible for providing expendable supplies, i.e. toilet tissue, paper towels, hand soap, feminine hygiene products and trash liners.

Question - What brand or specification does each of these products need to be? Who provides the dispensers? Who installs them? Does the district currently provide feminine hygiene products? What brand/type?

Response: See answer to RFP question #6.

(14) Assistance to Small and Diversified Business Enterprise (DBE)

MNPS is committed to the inclusion of minority, women and disadvantaged business and individuals in all of its projects. It is the intention of the district to assist these entities and individuals in building capacity and working to ensure their long-term viability, whenever possible. MNPS provides an incentive to Proposers to maximize the usage of small and diversified businesses in the performance of all contracts. In the evaluation of proposals for this Contract, DBE participation is an evaluation factor.

Question - There is not a mechanism in the contract for insuring that companies proposing small & DBE participation will actually do so. How is that going to guaranteed

Response: Additional requirements relating to minority, women-owned and small business participation is included in Amendment #1. MNPS has the right to monitor participation listed in contractor's proposal.

(15) 1.14.2, Insurance Requirements - Contractor shall provide payment and performance bond equal to 100% of the yearly bid price of the scope of custodial services and/or grounds services for which they choose to propose.

Question - These are very high requirements for a contract this size even the very largest companies will have a hard time meeting these requirements. Even if they can these bonds will cost the district at least \$400,000. This is the equivalent of at least 12 FTE's

Response: Delete the payment and performance bond requirement listed in the second paragraph of section 1.14.2.

Question - Also payment and performance bonds are two separate entities. I am not sure why the district needs to be protected 100% for the contractor not meeting payment of payroll or material costs. Since the district is paying out the annual contract amount over 12 months. Any deficiencies should be exposed relatively soon. The same is true for failure to perform. The district should notice and be able to withhold or stop payment if the contractor(s) fails to meet the contract obligations. Even if the district has to change contractors it will not cost the 100% of the contract amount. Would the district consider lowering this amount to 10%?

Response: Delete the payment and performance bond requirement listed in the second paragraph of section 1.14.2.

(16) Clarification of Section 1.2, Background:

Five (5) Charter Schools are noted. Only two (2) of those schools are housed in MNPS facilities (Highland Heights and Old Brick Church). The Charter School provides custodial service and MNPS provides ground services at those locations, as indicated on Attachment #1 Building Inventory.

(17) Change to Section 1.3.2, Grounds Care:

A. General: **Replace the existing paragraph with the paragraph below.**

MNPS shall have responsibility for inspecting turf for detection of diseases. However, if Contractor identifies deficiencies while performing mowing duties, they shall report deficiency to MNPS.

D. Line Trimming (Weed Eaters): **Delete Item #2. MNPS will provide tree/shrub trimming.**

H. Shrub, Groundcover, and ornamental plant bed maintenance: **Delete all of H, including items 1-6. MNPS will provide those services.**

(18) Question – Is the current MNPS work force unionized?

Response: Current MNPS employees have the option of joining a union. The union representing employees who choose to do so is the Service Employee International Union (SEIU). SEIU does not have a contract with the Board of Education or MNPS. Only the teacher's organization, MNEA, has bargaining rights with the Board of Education. SEIU

has a memorandum of understanding with the Director of School for the MNPS employees it represents.

(19) Question – What if this is your first business and how will such a business be recognized by the parent company?

Response: It is assumed this question was asked by a provider who did not feel they had the experience level or resources to provide services to satisfy the requirements of the RFP. The provider's experience will be listed under the appropriate tab of the RFP response and will be scored in relation to other respondents. It is the provider's responsibility to communicate with other providers if they wish to be considered as a joint venture partner or subcontractor in a proposal.

(20) Question – RFP section 1.9.7 states that training shall meet all local, state, and federal guidelines. Are those guidelines on a web site?

Response: It is the provider's responsibility to investigate requirements to be compliant.

(21) Question – When the contract is awarded how will the minority business enterprise play a part?

Response: Amendment #1 gives additional information concerning the MNPS Diversity Business Enterprise program. MNPS intends to monitor the selected provider's adherence to participation levels stated in their RFP response.

(22) Question – What is the current annual quantity of consumable supplies (towels, tissue, hand soap, etc.) used by MNPS?

Response: The selected service provider is responsible for providing sufficient consumables for the approximate 76,000 students and approximate 7,000 – 8000 teachers, administrators, education specialists, custodians, food service workers, etc. utilizing MNPS facilities. Industry standards should indicate an estimate of supplies needed.

(23) Question – Who are current suppliers/vendors for consumable products such as paper towels, tissue, hand soap, etc. and are current contracts for those supplies accessible for the selected service provider?

Response: MNPS has access to a number of contracts for supplies and materials. Those contracts include but are not limited to the following vendors or supplies:

A-Z Office Resource, Inc. - paper towels, toilet tissue, foam sanitizer

Athens Paper Supply – hand soap, trash bags

American Paper and Twine Co. – floor seal/finish, floor stripper, restorer, multi-purpose cleaner, graffiti remover

Buckeye Cleaning Center – hand soap, hand sanitizer, hand soap dispensers

(24) Question – Can you supply historical enrollment for summer school?

Response: As stated in the RFP summer school has historically been held at approximately 25-30 schools. Again, historically approximately 3500 students have been enrolled in summer school. See response to item (6) for additional information about summer school.

(25) Question – What is the current MNPS budget for labor and materials for custodial and for grounds services? What is the current MNPS pay level for custodians?

Response: Salaries and Benefits budgeted for 618 custodians and 6 custodian inspectors \$25,342,400
Supplies and materials budgeted for custodial services - \$1,151,900 (MNPS will remain responsible for certain costs such as providing walk off mats, septic and grease tank pumping, refuse collection)
2009-2010 salary scale for levels of custodians begins at \$10.20/ hr and tops at \$20.16/hr.

(26) Question – Will all questions be publicly posted?

Response: Response to all questions as well as clarifications to the RFP will be included in amendments which will be available on the nashville.gov web site or by making a request to joe.edgens@mnps.org.

(27) Question – How many school days each school year?

Response: there are 180 instructional days in a school year. However, the school year is much longer than 180 days. The 2010-11 school schedule begins with assistant principals reporting on July 19 and the last day for assistant principals is June 3, 2011. High school principals are 12 month employees and are in the buildings all year.

(28) Question – How many gymnasiums?

Response: Each high school, with the exception of Hume Fogg and NSA, has two gymnasiums. Middle schools have at least one gymnasium and many, that were at one time a high school or junior high, have two gymnasiums. Elementary schools have a P.E. Room.

(29) Question – Will floor work need to be accomplished between July 1 and the start of school?

Response: The work described in the scope of work, including floor work will have to be completed prior to the start of the school year.

(30) Question – Day porter requirements, duties, production rates, formulas for day porter requirements?

Response: As stated in the pre-proposal conference, the service provider is expected to establish duties and hours for all custodial personnel. Response 2 & 3 to item (4) and to item (7) also addresses day custodians.

(31) Question – Which schools have 10 month day porter schedules, which 12 month?

Response: All custodians are 12 month employees.

(32) Question – Are certain shifts required? What about weekend activities?

Response: MNPS currently has eight hour day and night shifts. The majority of the cleaning has to take place at night when the school is unoccupied or less occupied.

(33) Question – How will the need for cleaning after events (sporting events, plays, PTO) be communicated for scheduling those shifts to be covered?

Response: Every school custodial staff shall communicate with the building principal to be aware of activities. Cleaning after activities scheduled during normal evening work hours and ending during normal work hours will be accomplished during normal work hours. Weekend activities will be covered by altering work hours for custodial staff or billed as an extra service.

(34) Question – Will Metro administer the TBI, FBI background checks and how long does it take to get results?

Response: The service provider is responsible for background checks.

(35) Question – Will radio communication equipment for day porters be provided by Metro?

Response: any communication equipment will be the requirement of the service provider.

(36) Question – Do you have a fixture count for restrooms at each school? Window count?

Response: MNPS does not have that information.

(37) Question – Are there provisions for a walk-thru?

Response: As stated in the pre-proposal conference, a walk-through is not planned.

(38) Question – Which 2 charter schools require grounds care?

Response: Highland Heights and old Brick Church. The information is on the building inventory attachment.

(39) Question – Will Wharton and Madison be used to house students in the fall?

Response: Yes. The information is on the building inventory attachment.

(40) Question – Will a list of pre-proposal attendees be provided?

Response: List attached.